

A com·mu·ni·ty con·ver·sa·tion

Keeping Victims Safe

August 2, 2007

Hosted by

Arizona Governor's Office for Children, Youth and Families,
Division for Women,
Arizona Department of Economic Security
Community Partnerships and Innovative Practices (CPIP) and
the Arizona Coalition Against Domestic Violence (AzCADV)



com·mu·ni·ty (kə-myōō nī-tē) *n.* [ME *communitē*, citizenry <OFr. *communitē*, <Lat. *communitas*, fellowship <*communis*, common.] **1. a.** A group of people residing in the same locality and under the same government. **b.** The area or locality in which such a group resides. **2.** A group or class having common interests <the academic *community*> **3.** Likeness or identity. < a *community* of interests> **4.** Society as a whole. **5. Ecol.** **a.** A group of plants and animals living in a particular region under more or less similar conditions **b.** The region in which such a group lives. **6.** Common ownership or participation.

con·ver·sa·tion (kōn'vər-sā'shən) *n.* **1.** A spoken Exchange of opinions, thoughts, and feelings:TALK **2.** An informal discussion of a matter by representatives of governments, institutions , or organizations. **3. Computer sci.** A real-time interaction with a computer. — **con·ver·sa·tion·al** *adj.* **con·ver·sa·tion·al·ly** *adv.*

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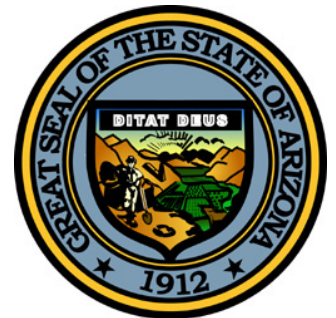
Arizona Coalition Against Domestic Violence

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Kendra Leiby, Systems Advocate
Betty McEntire, Training Coordinator

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Introduction

On August 2, 2007, the Governor's Office for Children, Youth and Families Division for Women, the Arizona Department of Economic Security (DES)/Community Partnerships and Innovative Practices (CPIP) and the Arizona Coalition Against Domestic Violence (AzCADV) hosted a Community Conversation at the Governor's Capitol Tower in order to obtain input from the community regarding domestic violence emergency shelter services in Arizona.

The forum attracted a host of interdisciplinary participants from across eleven Arizona counties, including emergency shelter service providers, legal service providers, representatives from the county attorney's office, social service agencies, law enforcement and correctional system agencies, as well as victims of domestic violence and other interested stakeholders.

The purpose of the Community Conversation was to hear about what is still needed to ensure safety and protection for families that are experiencing domestic violence. In the past two years, there has been an expansion of the number of emergency shelters beds in our state, and as a result, there has been an increase in the number of families that have received shelter when they were at highest risk. While the number of families that have received shelter has increased, there is still an unmet need for shelter, particularly in the urban areas of the state. Data reported to DES showed that while 10,866 adults and children received shelter in 2007, there were still 10,218, requests for shelter that were not provided at the point of request due to the lack of bed space.

It was imperative to bring this issue back to the community by asking the following questions:

What are the solutions to providing emergency shelter?

What resources are needed to provide emergency shelter?

The following is a summary of the discussion that occurred in response to these two questions.

To provide background for the attendees, AzCADV presented its 2007 Legislative and Systems Survey, delineating specific trends in emergency shelter bed services. Representatives from DES also shared current outcomes of state appropriations for new beds in Fiscal Years 2006 and 2007. A discussion facilitated by the Coalition followed the opening presentations.

The community dialogue was constructive, optimistic, and generally hopeful. A significant amount of feedback was shared by participants representing both urban and rural perspectives. While reviewing the input as a whole, various themes emerged. The following document provides an Executive Summary of the Community Conversation, followed by a more detailed summary, organized into various emergent themes. Names of specific individuals and organizations who shared input are not included in this summary. Great care was taken to ensure that the summary is a genuine reflection of participants' input and does not, in any way, reflect or include opinions or input from the members of the Governor's Division for Women, DES or the AzCADV.



Historically, as many as two-thirds of all requests for emergency shelter from victims of domestic violence have been turned away due to a lack of available beds.



In fiscal year 2006, an additional \$1.5 million was appropriated and 129 new beds were opened.

In fiscal year 2007, an additional \$2.8 million was appropriated and 179 new beds were opened.

Executive Summary

Input from the community included a broad range of needs and issues for consideration when looking at keeping families safe and protected. What was evident throughout the entire conversation was the clear passion and concern expressed continuously by those who respond to the needs of victims and their children. Domestic violence continues to be a major issue that affects the well-being of those that live in communities of Arizona.

Diverse themes emerged that reflected the shelter needs of various regions within Arizona, such as the West Valley of the Phoenix metropolitan area and on tribal lands. Some parts of Arizona need funding for projects other than shelters. Funding is needed for: purchase, renovation and ongoing maintenance of facilities, inclusive of transitional housing; workforce recruitment, retention, pay, training and travel; transportation for large families, and after-shelter services; equipment and supplies; technical assistance; legal assistance; treatment services to address mental health and substance use issues; and activities related to cultural competence. Coordinated communication is needed related to the availability of beds on a statewide basis. A lack of cultural competence on the part of staff, organizations and practice creates a barrier to services for individuals from diverse backgrounds and communities. Intake processes may inadvertently be screening out women and families on the basis of prescribed medications, mental health needs, and number and/or gender of children. Zoning and neighborhood responses are prohibitive barriers. In recognition that there are a variety of interesting, innovative and effective practice models, there is a desire for a forum where these could be shared statewide. Assessments were encouraged: to determine appropriate supports and services; to identify developmental delay of children who experience trauma; and to discourage inapplicable / inadvertent mental health diagnosis. Media attention is needed to promote public awareness. Collaboration among state agencies was suggested to address multiple issues of employment, health, education, childcare, etc. To maximize resources and address multiple issues, collaboration, partnering and innovation on the part of community agencies was suggested. Alternate funding opportunities, such as donors, partners, investors and federal funding were also suggested.

These notes from the conversation give all of us an opportunity to utilize the information in an effort to stimulate creative thinking, improve community coordination, enhance services, identify gaps, and formulate policy recommendations. Please read the following comments with that goal in mind.

Summary of Input from Community Participants

The Community Conversation was facilitated by Betty McEntire, a training coordinator with the Arizona Coalition Against Domestic Violence. The process for the conversation consisted of asking the questions presented on the agenda and then recording the responses. Participants had the opportunity to come forward and address the audience as a whole or write their comments on forms provided that were either read by the facilitator or handed in to be made part of the public record.

Identified Barriers and Resources Needed

Theme: Some Parts of AZ Need More Shelters

There is still a need for shelters in parts of Arizona.

- Participants from the West Valley stated that more shelters were needed but that it was difficult for new providers to “get in the door.”
- Participants from Native American communities indicated that more beds are needed on reservations

Theme: Some Parts of AZ Need More than Shelters

For existing shelters, other types of service delivery.

- Some agencies in the central part of Maricopa County and Pima County indicated that there is need for additional resources such as renovating and maintaining existing buildings as well as the purchase of necessary equipment, ranging from plates for meals to phone systems
- Transportation is needed for families with large numbers of children
- Technical assistance is needed to encouraging agencies, who are otherwise hesitant, to grow
- Staff pay needs improvement
- Legal assistance is needed for women and families who simply cannot afford representation
- Rural areas need support for shelters as well as treatment services
- Funding is needed to underwrite the costs of training and travel associated with training

Theme: Statewide Coordination of Information is Needed to Determine Availability of Beds

Statewide information is currently not coordinated.

- For example, during a phone call to CONTACS, a caller may be informed that there are no beds available. During a subsequent call directly to shelters, a caller will be informed that there are, in fact, beds available

Theme: Workforce Recruitment, Retention, Training and Supports are Needed

Workforce recruitment and retention issues were frequently mentioned. Those issues cited included:

- Recruitment: Recruitment issues vary depending on the area of the state. For example, in Flagstaff, due to a challenged economy, ability to pay competitive wages is an issue. As a result, the workforce is moving to other parts of the state in order to find better paying jobs
- Retention: Organizations encouraged each other to develop career



For example, during a phone call to CONTACS, a caller may be informed that there are no beds available. During a subsequent call directly to shelters, a caller will be informed that there are, in fact, beds available.



ladders for staff to promote and enhance retention

- Training: Staff training should be ongoing
- Training in mental health is needed due to the prevalence of co-occurring mental health and substance use issues in conjunction with domestic violence
- Training in working with women and children who experience trauma is needed. In addition, supports are needed for staff who work with this population
- Training and supports are needed for staff to deal with burnout
- Training is needed to enhance cultural competency on the part of staff

Theme: Lack of Cultural Competence Creates a Barrier to Needed Services

Service models need to be culturally responsive to ensure participation on the part of women and families with diverse cultural backgrounds.

- For example, Native American women do not return after an initial intake at a facility in which they do not feel comfortable; they often return to their perpetrators. An advocate from Maricopa County stated, "There is one agency that they tend to go to because it is the only one where they feel culturally appreciated and welcomed"
- Often, staff does not demonstrate skills or abilities needed to respond in a culturally sensitive manner
- Often, service delivery models themselves do not reflect cultural competence
- Often, agencies do not have staff who can communicate in the language of the person seeking shelter
- Funds are needed to support efforts associated with cultural competence

Theme: Screening In vs. Screening Out: Intake Practices Create Barriers to Service Delivery

Each organization abides by its own intake practices. In some cases, the organization's intake parameters restrict or impede services resulting in turn-aways.

- Women are turned away if they are taking certain medications
- Women are turned away because they demonstrate mental health needs
- Women are turned away because of the number of children they have
- Women are turned away because they have older male children
- It is common for law enforcement to spend 3 – 5 hours completing a report

Service models need to be culturally responsive to ensure participation on the part of women and families with diverse cultural backgrounds.

Theme: Neighbors and Zoning Can Be Barriers to Service Delivery

Even when organizations are able to establish a site, they are faced with secondary challenges related to zoning restrictions and stigma.

- The location of services and supports are restricted due to prevailing neighborhood responses of, “Not in my back yard.”
- Sometimes, zoning restrictions are prohibitive

Theme: Lack of Media Attention Limits Public Awareness

In the past, there seemed to be more media attention. Articles were often written in local newspapers.

- Not enough is heard from the media related to domestic violence and more media attention was suggested

Theme: Models of Services and Supports Should Be Shared Statewide

A number of individuals mentioned that it would be beneficial to share models of service delivery on a statewide basis and to encourage thinking outside of the box to find, “pieces of the puzzle towards healing.” Suggested approaches focused on whole communities and whole families. The models mentioned were:

- DV Court
- Prevention for the whole family
- Restorative justice
- Small community settings: stated as being the most effective
- Circulos de Paz: a program focused on the whole family, and where the offender is the applicant for services
- Katrina Emergency Response: It was suggested that Arizona consider successful strategies learned from the Katrina Emergency Response
- Consider gender dynamics as the root of the problem, with a focus on behavior change to eliminate domestic violence
- Focus on men as contributors to the situation as well as the solution, and hold them accountable to both sides of the issue
- Interface with the Regional Behavioral Health Authority to address co-occurring issues of domestic violence, mental health and substance use



. . . it would be beneficial to share models of service delivery on a statewide basis and to encourage thinking outside of the box . . .



Theme: Assessment Can Be Used to Determine Services and Supports Needed

Supports and/or treatment could be provided based on an assessment of need.

- Often, individuals are diagnosed both unnecessarily and inappropriately because they are being evaluated through the lens of a mental health framework
- Assessment of developmental delay should be administered for children who experience trauma

Theme: Increased Transitional Housing and Supports are Needed After Emergency Services

After emergency services are no longer needed, ongoing services and supports are needed to ensure that individuals and their children are not forced to return to their perpetrator.

- There are not many housing options
- Transportation is a need for women and families after they are no longer in shelter services

Solutions that Were Shared

Theme: Alternate Funding Opportunities

Participants encouraged each other to explore and develop creative funding alternatives. Some examples given were:

- Reach out to donors, partners, investors, etc
- Partner with non-DV providers to maximize resources
- Seek creative ways to increase funding, i.e. marriage license taxes
- Increase federal funding for innovative approaches
- Housing developers could be required to “pony-up” financial support. For example, in Buckeye, it is mandated that developers contribute financially via planning and zoning agreements
- Non-lapsing* DES money to promote flexibility

Theme: Collaboration

Participants encouraged each other to collaborate among members of the community to maximize resources.

- A statewide coordinated, collaborative response could address multiple issues, i.e. education, housing, etc.
- Coordinated efforts to promote seamless transitions would foster self-sufficiency by providing services before survivors leave the shelter, i.e. housing, education, job training, childcare, etc.

* “Non-lapsing” money or appropriations, means that any money left unspent at the end of the fiscal year remains in the appropriation for use in subsequent years, until it is fully spent. Lapsing appropriations, where we lose the ability to spend any money left unspent at the end of the fiscal year.

There is still a need for shelters in parts of Arizona.

Participants were given the opportunity to include comments. The following comments were provided:

Comments on current system of dealing with Domestic Violence

- We need to continue to think outside the box and see domestic violence through fresh eyes . . . to avoid stagnation. Critical to stay on the edge of what is happening and explore what we can do differently
- It is difficult for new domestic violence agencies to “get in the door.” New agencies have to navigate the system on their own and often times are overwhelmed. Consideration should be given to creating a helpline for new agencies who want to help. Websites should also be more user-friendly

Comments on Assistance with Supportive Services

We need to help the families and shelters to prepare individuals to take care of themselves and their children so that they do not return to shelters. Consider: public housing, education, job training, and childcare.

- Identified barriers to successfully providing support services include: cultural and language barriers and limited resources.

Additional Comments

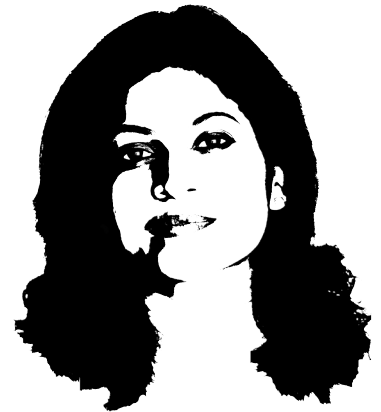
- Why is the discussion only about emergency shelter? What about other needs? For example, what about the needs of Native populations?
- There is a great need for unity in the state for all service providers – not just shelters – to come together to address issues collaboratively.
- There is a need to work with Native American communities on reservation lands to open new shelter beds with respect to Indian Tribal sovereignty.

Comments about Training

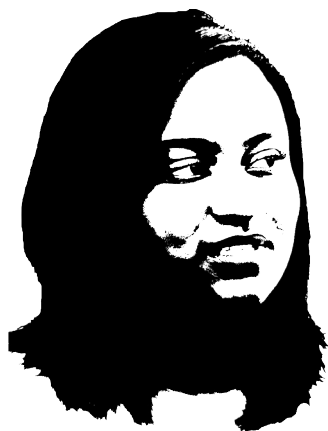
- Provide information on availability of training for advocates – staff dealing with crisis situations involving mental disorders (PTSD, Bi-Polar, etc.) Education needs to be provided in a manner to help move survivors of domestic violence toward self-empowerment.

Comments about Funding

- Lack of capital funding is a barrier to shelter expansion. The need exists for additional funding or flexibility of funding so that shelter supply can be expanded and turn-aways ended. Also, consideration made toward making appropriations non-lapsing, so that the agency (DES) has the maximum flexibility to procure beds.
- In rural areas makes it difficult to sustain programs, even when they are successful. Rural areas are still in need of more support with shelter and treatment services.



We need to continue to think outside the box and see domestic violence through fresh eyes . . .



Conclusion

Keep the Conversation Going

The Community Conversation was a successful collaborative meeting coordinated by the Governor's Office of Children, Youth and Families Division for Women, the Department of Economic Security – Community Partnerships and Innovative Practices Division and the Arizona Coalition Against Domestic Violence. Community members were appreciative that their input was requested and that they were actively engaged in the process. Participants expressed interest in other Community Conversations to discuss other important topics related to domestic violence. In order to “keep the conversation going” regarding domestic violence, it is the intent of the Governor's Office of Children, Youth and Families Division for Women, the Department of Economic Security – Community Partnerships and Innovative Practices Division and the Arizona Coalition Against Domestic Violence to continue to host subsequent Community Conversations.

How do we maintain momentum towards achieving our collective goal of ensuring that all victims of domestic violence have access to emergency shelter?

A Community Conversation: Keeping Victims Safe August 02, 2007 Attendance List

A New Leaf
 A New Leaf 's DV Court
 AAHHERC
 Against Abuse
 Arizona Center for
 Responsible Fatherhood
 Arizona Child and Family Network
 Arizona Criminal Justice Commission
 Arizona Dept. of Health Services
 Arizona Foundation for Women
 Arizona South Asians for Safe Families
 AZ Department of Corrections
 AZ Department of Corrections
 Victim Services
 AZ Department of Economic Security
 CPIP
 AZ Department of Economic Security
 CPIP/Family Connections
 AZ Department of Economic Security
 Financial Services Administration
 AZ Department of Economic Security/
 ACFY/CPS
 AZ Department of Housing
 AZ Department of Juvenile Corrections
 AZ Foundation for Legal Services
 and Education
 AZ Supreme Court.
 Brewster Center
 CASS-Steel Commons
 Catholic Charities
 Chandler Fire Department
 Chandler Police Department
 Childhelp Childrens Center of AZ.
 Chrysalis Shelter
 City of Chandler
 City of Phoenix
 City of Phoenix, Police Department
 City of Phoenix Prosecutor's Office
 City of Scottsdale
 City of Tempe Crisis Response Team
 Colorado River Regional Crisis Shelter
 Community Alliance Against Family
 Abuse
 Jewish Federation
 Evergreen Consulting Group
 Executive Director and Senior Policy
 Advisor to the Governor

Food for the Hungry
 Fresh Start Women's Resource Center
 Gila River Indian Community
 Gilbert Prosecutor's Office
 Girls Night Out to Cut Out
 Domestic Violence
 Glendale Police Department
 GOCYF, Division For Women
 Golden Gate Community Center
 Goodyear Police Department
 Healthy Families
 La Paz County
 Maricopa Association of Governments
 Maricopa County Superior Court
 Maryvale Partnership in Action
 Mending the Soul
 Mesa Police Department
 Morrison Institute of Public Policy
 Mount Graham Safe House
 My Sister's Place
 New Hope Ranch
 New Life Center
 Northland Family Help Center
 Phoenix Family Advocacy Center
 Phoenix Rescue Mission
 Pima County Attorneys Office
 SAGE Counseling., Inc
 Salt River Community Housing Division
 Salt River Pima Maricopa
 Indian Community
 Salvation Army
 Shelter without Walls
 Sherriff's Victims Unit
 Sojourner Center
 Time Out Shelter
 Tucson Centers for Women and Children
 UMOM New Day Centers
 Valley Youth Organization, Inc.
 Verde Valley Sanctuary
 Women of Power International
 Ministries
 Yuma County Attorney's Office
 Many members from the
 communities across the state also
 attended the meeting



*"The county I live and
 work in is very small
 and very rural. When
 resources are so limited
 it is difficult to assist
 the victims and most of
 the time I am not sure
 where to direct them for
 legal advice. I, myself,
 am unable to provide it
 even though I work in a
 legal office."*

*(from the AzCADV
 Systems & Legislative
 Priorities Survey 2007)*



All quotes in this section come from the Survey

"Transitional housing is limited and what is available is not really corresponding with emergency shelter guidelines, therefore we have victims that are then labeled as homeless and not DV and emergency DV shelters are not all funded to take homeless due to DV. For some transitional programs someone has to be clean from drugs as long as 6 months and that can be a problem when some shelters have clean and sober policies of only a month or so and then some DV programs are anywhere from 30 - 120 days. If someone has been using up until a month prior to going into shelter and is only in shelter for 60 days before exiting that means that they still have to find another place for 3 months before going into a transitional housing program. Most family shelters have at least a 4-5 week waiting list."

Systems & Legislative Priorities Survey 2007

Arizona Coalition Against Domestic Violence

www.azcadv.org

Presented by AzCADV's Systems Advocacy Department

Pearlette J. Ramos
Director of Systems Advocacy

Kendra Leiby
Systems Advocate

Introduction:

The Arizona Coalition Against Domestic Violence (AzCADV) is a statewide coalition comprised of a cross section of community stakeholders including domestic violence programs, legal advocates, attorneys, survivors and concerned individuals. Formed in 1980, AzCADV was created in order to: (1) increase public awareness about domestic violence; (2) enhance safety and health concerns; and (3) reduce and ultimately eliminate the occurrence of domestic violence in Arizona. Today, AzCADV works in furtherance of its mission, "to lead, to advocate, to educate, to collaborate, to end domestic violence in Arizona."

In support of its mission, each year AzCADV, through its Department of Systems Advocacy, develops and pursues a legislative agenda at the Arizona State Legislature. With the aid of committed volunteers who serve on the Coalition's Legislative Committee, AzCADV conducts a survey of domestic violence service providers and other professionals throughout the state. The survey is performed in order to determine which systemic priorities will form the basis of our legislative agenda for the next year.

This year AzCADV expanded the way it usually conducts its surveys in order to include a more systemic evaluation of domestic violence needs. The purpose of taking a more comprehensive approach was to identify any legislative and systemic issues that were not previously being addressed.

The anonymous survey consisted of 11 multiple choice questions and 9 open-ended questions. The open-ended questions were placed throughout the survey and respondents were asked to provide their insight and commentary as they responded to each question. The end result was an overwhelming outpouring of information and a clear demonstration of need. In addition, we received an outstanding response to this year's survey— 291 respondents representing 14 counties and several statewide organizations provided feedback! It is our hope that the results of this survey will increase awareness of the challenges facing domestic violence survivors in Arizona so that we, collectively, can work more effectively and efficiently to create change in our systems and policies.

If you have any questions or comments about the 2007- 2008 Systems and Legislative Priorities Survey please contact us at acadv@azcadv.org or (602) 279-2900.

*Arizona Coalition Against Domestic Violence
Department of Systems Advocacy*

Summary of Findings

RESPONDENTS

Participants of the survey represented geographically diverse regions across Arizona. Unfortunately, there were no responses from Santa Cruz County.

Although the results demonstrate that the majority of respondents were from Maricopa County, the results closely mirror the general distribution of programs throughout Arizona.

1) I am located in: (County)

COUNTY OPTIONS	Response Percent	Response Count
Apache	3.4%	10
Cochise	0.3%	1
Coconino	1.7%	5
Gila	6.2%	18
Graham	0.7%	2
Greenlee	0.3%	1
La Paz	1.7%	5
Maricopa	65.3%	190
Mohave	1.7%	5
Navajo	1%	3
Pima	9.3%	27
Pinal	2.1%	6
Santa Cruz	0.00%	0
Yavapai	1.4%	4
Yuma	1.4%	4
I represent a statewide agency	2.1%	6
Other (please specify)	1.4%	4
n=291		

ROLE IN DV COMMUNITY:

2) My role in the Domestic Violence community is best defined as:

Respondents were asked to identify how they defined their role within the domestic violence community.

Participants were provided with general categories and the option to select 'other' and provide their response.

The results demonstrate the diversity of professional fields in the state who participated across the survey.

Nearly 15% of the respondents chose to personally identify their role in the DV community as "other". Some of those responses included:

- Community member
- Behavioral health advocate
- Offender re-entry services
- Community based organization
- Family social worker/ case manager
- Member/ supporter/ survivor



"I am especially concerned that minors (dealing with issues of abuse and harassment) do not know what their legal rights are, nor do they know how to get legal help."

"We need more shelters/ housing that focus on treating substance abuse, mental illness, and homelessness as the primary problem, but allow their children to stay with them."

"Court integration and information sharing would be very helpful. Often there are conflicting statements being made in Domestic Relations Court Dependency and CPS proceedings and the Criminal Courts. The rulings and orders often conflict because the courts do not have all the information available."



"Services seem to be 'temporary' in nature, with no long term goals. Mental health is deplorable throughout the state and needs to be improved, especially for the children involved in DV."

"Coordination of services (through technology OR training?) needs to happen to maximize the resources that are currently available. As it stands now we are telling victims there is no shelter when there is an opening across town."

ROLE IN COMMUNITY	Response Percent	Response Count
DV Shelter/Service Provider	21.7%	63
Victim Advocate	21%	61
Survivor	12%	35
Volunteer	10.7%	31
Legal	8.3%	24
Other Social Service Provider	6.5%	19
Government Agency	5.8%	17
Prevention Educator	5.5%	16
Education	4.5%	13
Mental Health	3.1%	9
Law Enforcement	2.8%	8
Health Care	2.4%	7
Judicial	1.7%	5
Corrections/Probation	1.4%	4
Offender Treatment Provider	1.4%	4
First Responders (Fire/Crisis)	1%	3
Elected Official	0.7%	2
Task Force/Commission Member	0.7%	2
Other (please specify)	14.4%	42
		n= 291

CLIENT NEEDS

Survey participants communicated about the needs that have been expressed to them by survivors of domestic violence and/or their family members. If respondents did not identify themselves as a service provider, they were asked to choose the answer(s) that best fit their experience or knowledge. Under the categories of legal, criminal justice, and human service needs, participants were asked to identify various barriers their clients encountered most frequently. Participants were not limited in the number of choices on each question.

The greatest, most frequently represented need, both in this section and throughout the Report falls under the categories identifying legal needs of domestic violence victims. The entire state shared the same top three issues, but differed substantially after that.

3) The clients I serve encounter the following LEGAL barriers/ issues/ system needs MOST frequently:

LEGAL NEEDS	Response Percent	Response Count
Domestic Relations - Child Custody	59.2%	125
Protective Order Issuance	45.5%	96
Domestic Relations - Divorce	44.6%	94
Immigration Related	31.8%	67
Language/Special Needs/Disabilities	28.9%	61
Criminal - Assisting Prosecution	22.8%	48
Criminal - DV Charges (self)	21.3%	45
Access to Records/Information	17.5%	37
Knowledge/Understanding of Staff	17.1%	36
Other (please specify)	10.4%	22
		n= 211

- 4) The clients I serve encounter the following CRIMINAL JUSTICE barriers/ issues/ system needs MOST frequently:

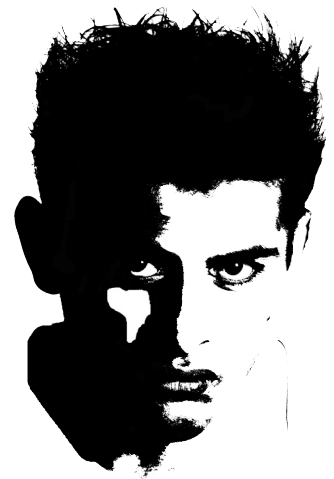
CRIMINAL JUSTICE NEEDS	Response percentage	Response count
Protective Order ENFORCEMENT	57.8%	122
Protective Order SERVICE	35.1%	74
Immigration Related	26.1%	55
Language/Special Needs/Disabilities	24.2%	51
DV Charges - Assisting in Investigation	22.8%	48
DV Charges - SELF	18%	38
Access to Records/Information	16.6%	35
Probation Related	15.2%	32
Other (please specify)	11.9%	25
n= 211		

Based on the responses it is clear that both the service and enforcement of protective orders represent the greatest areas of concern within the criminal justice system facing victims of domestic violence.

- 5) The clients I serve encounter the following HUMAN SERVICE needs MOST frequently:

Like the Legal Needs question, each of the possible answers had a high response. The most indicated needs were related to financial assistance and housing— demonstrating a great need for economic related advocacy.

HUMAN SERVICE NEEDS	Response percentage	Response count
Financial Assistance (rent, utilities, food, childcare)	60.2%	127
Housing Related -- Affordable	55.9%	118
Housing Related -- Emergency & Transitional	48.8%	103
Mental Health Services for Self	48.3%	102
Health Care for Self	40.3%	85
Substance Abuse Treatment	38.9%	82
Employment Related -- Opportunity	34.6%	73
Health Care for Children	33.2%	70
Mental Health Services for Children	29.4%	62
Housing Related -- Lease Issues	27%	57
Employment Related -- Time Off/Related	18%	38
Other (please specify)	10.9%	23
n= 211		



"In relation to stalking, officers still do not recognize stalking in the early stages and perpetrators are allowed to continue violating restraining orders without any remorse due to lack of education by officers. There needs to be mandatory continued education on stalking."

"Enforcement of Orders of Protection is an issue that has forever been around. The women I work directly with fear that even with an order, their abuser will still harm them or their children, and often they do. When the police show up if a victim has called due to an order being violated, seldom do they arrest the abuser, leaving him/her on the streets, and the victim still fearful."



"When a woman finds that seeking treatment for abuse will allow a counselor to label her, turn her in to CPS (Child Protective Services), testify against her in custody cases, and blame her for her bad choices, it is no wonder that she fails to get help until the symptoms of PTSD (Post Traumatic Stress Disorder) become unbearable. When there is no psychologically safe place to turn for mental health treatment, victims experience a snowball effect of negative consequences, including loss of job, decline in children's mental health, loss of health, and, moreover, a loss of self."

"Many shelters do not have access or funds to get a translator or a language bank. This can be difficult for victims who have little or no English speaking, writing or reading skills."

SERVICE PROVIDER/AGENCY NEEDS

Respondents were asked to address the unidentified or unmet needs of service providers and the agencies or disciplines they represent. If a respondent did not identify themselves as a service provider they were asked to choose the answer(s) that best fit their experience or knowledge. Participants were not limited in the number of choices on each question.

- 6) In my area of expertise, I feel that addressing the following policy/systems issues would most improve MY INDIVIDUAL ability to provide service:

POLICY / SYSTEMS ISSUES, INDIVIDUAL	Response percentage	Response count
Partnerships/Collaborations	40.2%	78
Education/Training - Cross-Training	38.1%	74
Education/Training - Specialized	37.6%	73
Education/Training - General DV	32.5%	63
Second Language/Bilingual	32%	62
Establishing DV Specific Policy/Protocol	32%	62
Networking	28.4%	55
Staff Retention/Turnover	22.7	44
Increased Technology	15.5%	30
Other (please specify)	7.2%	14
n = 194		

Domestic violence professionals throughout Arizona identified many needs they believed would enhance their ability to provide service.

Most prevalent were the need for partnerships and collaborations, cross-training and specialized educational opportunities.

- 7) In my discipline of service, I feel that addressing the following policy/systems issues would most improve my AGENCY or DISCIPLINE's ability to provide service:

POLICY / SYSTEMS ISSUES, AGENCY	Response percentage	Response count
Funding Needs - Governmental/Grants	44.9%	87
Funding Needs - Private Sector/Fundraising	39.2%	76
Partnerships/Collaborations	38.1%	74
Education/Training - Specialized	36.1%	70
Education/Training - Cross-Training	30.9%	60
Education/Training - General DV	28.4%	55
Staff Retention/Turnover	27.8%	54
Second Language/Bilingual	26.8%	52
Networking	26.8%	52
Establishing DV Specific Policy/Protocol	24.7%	48
Planning/Strategy	23.2%	45
Increased Technology	18.6%	36
Organization Development	15.5%	30
Other (please specify)	5.2%	10
n = 194		

When asked to identify what policy and/or systems issues would most improve their Agency or Disciplines' ability to provide service to domestic violence victims, the answers were similar to that of the individual's. The one clear difference was the issue of funding. Funding was not listed as an option under individual professional needs.

The greatest difference in identifying agency and discipline needs between Maricopa Co. and the rest of Arizona is the increased need outside of Maricopa Co. for planning & strategy and organizational development.

BUDGET NEEDS

Specific questions were asked regarding budgetary needs in order to ascertain the unmet or unidentified fiscal needs of the domestic violence community as a whole. In an attempt to prioritize the funding from the STATE GENERAL FUND, participants were asked to respond by choosing one answer indicating their answers for the highest, second highest and third highest budget priorities. Each question was asked separately.

Category	Ranking
Shelter Services — Transitional Housing	1
Shelter Services — Emergency Beds	2
Shelter Services — Operating Costs	3
Legal Assistance Fund	4
Victim Advocacy Services — General	5
Education/Prevention — School Age	6
Public Awareness/Community Outreach	7
Education/Prevention — Young Adult	8
Victim Advocacy Services — Judicial	9
Shelter Services — Capital Costs/Development	10
Victim Advocacy Services — Law Enforcement	11
Other	12
Improved Technology — Victim Services	13
Education/Prevention — Special Populations	14
Education/Prevention — Adult/Senior	15
Improved Technology — Law Enforcement	16
Improved Technology — Judicial	17
Shelter Services — Other	18

Participants were provided many general categories as well as an "other" option to choose from. The categories and results are as follows:

Other budgetary needs included: Continuum of Services, Offender Treatment



"Budget considerations should be based upon primary barriers to safety. What I hear a lot is that women stay because: 1.) They have no place to go for a long enough time to feel that it would give them the time to heal and reorganize their lives, 2.) They fear losing their children to CPS or their abuser, or putting their children in a position to be used as pawns, abducted, or abused; and 3.) They fear being hunted down, harmed, or killed. Currently, due to stigma, lack of resources, and lack of a coordinated response, it is still more dangerous to leave than it is to stay."



"We need more training (mandatory and specific) for our law enforcement entities and our courts."

"Shelters need the funds to hire at a competitive wage advocates that can work with crisis situations and be a liaison with law enforcement and the community. We could get a lot done with this one position. Shelters always need more money. Public awareness/community outreach will solve many of the above problems. It is the precursor to education in all of the categories above."

"Create policies that would support programs which service male victims of abuse."

"Creating policies which provide for monitoring DV programs for quality assurance."

PUBLIC POLICY/LEGISLATIVE NEEDS

Respondents provided feedback on the LEGISLATIVE needs and priorities among the domestic violence community. Participants were provided with a list and description of legislative issues that had been identified in past sessions. In addition to selecting the legislative issue of greatest importance, participants were encouraged to submit and share ideas or issues that were not previously provided.

Because the participants prioritized their needs, AzCADV can determine which legislative issues require the most resources and effort. Each particular issue was defined in the survey. As indicated below, establishing a civil legal assistance fund is a great priority to those in the domestic violence community.

LEGISLATIVE NEEDS	Response percentage	Response count
Legal Assistance Fund	47.6%	91
DV Budget	38.2%	73
DV Child Custody	37.2%	71
DV Education	36.7%	70
Protective Order Service/Facilitation	25.7%	49
Dating Relationships	24.6%	47
Strangulation/Suffocation	18.3 %	35
Address Confidentiality Program	14.7 %	28
Fatality Review Team Funding	9.4%	18
Other (please specify)	4.7%	9
n= 191		

****Other included:** Stalking, Harassment, Offender Accountability, Coordination of Services and Increased Penalties for Offenders.

Next Steps

With an expanded awareness and knowledge of what systems issues and legislative priorities face service providers throughout Arizona, AzCADV will take the following next steps:

- ✓ Use the priorities identified in this report and feedback from community forums to establish legislative and systems priorities, which will guide and focus efforts of AzCADV during the 2008 Legislative Session. These priorities include:
 - DV Budget
 - Legal Assistance Fund
 - DV Child Custody
 - DV Education
 - Protective Order Service/ Facilitation
 - Protective Order Enforcement
 - Dating Relationships
 - Strangulation/ Suffocation
 - Address Confidentiality Program
 - Fatality Review Team Funding

- ✓ Prepare and support public policy initiatives that mirror the priorities set forth in the Domestic Violence Legislative Priorities Statement.
- ✓ Advocate for and create awareness around the domestic violence budget priorities and systems needs for Arizona's communities amongst private and government funders, civic leaders, stakeholders, and interested parties.
- ✓ Identify and engage communities and service providers not represented in the results of this survey to increase AzCADV participation and awareness of domestic violence needs throughout Arizona.
- ✓ Collaborate with interested community members, like yourself, to research, develop and propose bill language for the 2008 Legislative Session.

Notes



"Education/Prevention should always be the highest priority - the problem is getting the schools to realize that it is a problem. We need to be a preventative society and not a band-aid society."

"I am especially concerned that minors (dealing with issues of abuse and harassment) do not know what their legal rights are, nor do they know how to get legal help."

"Most of my clients feel let down by the judicial system. Children are often caught in the middle. The education of judges and legal assistance would help my clients have more faith in the system."



The Governor's Office, the Department, and community stakeholders have established the goal that all victims of domestic violence will have access to emergency shelter.

DES Appropriations Presentation Domestic Violence: Expansion of Emergency Shelter Beds in Arizona

DES – Community Partnerships and Innovative Practices (CPIP)
Domestic Violence Program

Overview

- Historically, as many as two-thirds of all requests for emergency shelter from victims of domestic violence have been turned away due to a lack of an available bed.
- The Governor's Office, the Department, and community stakeholders have established the goal that all victims of domestic violence will have access to emergency shelter.
- In fiscal years 2006 and 2007, DES received a total of \$4.3 million in new funding
- The purpose of the appropriations was to fund new emergency shelter beds

Results

- In fiscal year 2006, an additional \$1.5 million was appropriated and 129 new beds were opened in:
 - ♦ Maricopa County - 66
 - ♦ Mohave County - 18
 - ♦ Yuma County – 25
 - ♦ Pima County - 4
 - ♦ Pinal County - 16
- In fiscal year 2007, an additional \$2.8 million was appropriated and 179 new beds were opened in:
 - ♦ Maricopa County - 158
 - ♦ Pima County - 5
 - ♦ Santa Cruz County - 10
 - ♦ Yavapai County - 6

Fiscal Year 2008

- An additional \$3.0 million was appropriated to open new emergency shelter beds.
- The total appropriated increase since fiscal year 2006 is \$7.3 million.
- Process to open new beds this year consists of:
 - ♦ Opening new beds through existing contracts with DES/CPIP.
 - ♦ The issuance of an RFP for new emergency shelter beds.

Next Steps

- ✓ How do we maintain momentum towards achieving our collective goal of ensuring that all victims of domestic violence have access to emergency shelter?

2007 Community Conversation Survey Results

In order to assess various qualitative aspects of the meeting, attendees were asked to provide their input and suggestions via a survey. Survey results reported an overwhelmingly positive response from participants, with over 82% acknowledging that they found value in attending the forum. Further quantitative feedback received demonstrated that 84% of forum participants regarded the information provided by the Department of Economic Security and the Arizona Coalition Against Domestic Violence as useful to their profession and in supporting the work against domestic violence. Additional qualitative feedback garnered from the forum recommended additional dialogue on other domestic violence issues including prevention strategies, supportive services, and consideration of co-occurring issues such as substance abuse and behavioral health in crafting a comprehensive approach to addressing domestic violence.

The data captured below illustrates the quantitative and qualitative feedback received from attendees.

Total # of Forum Attendees: 149

Total # of Survey Respondents: 69 (46%)

County Representation:

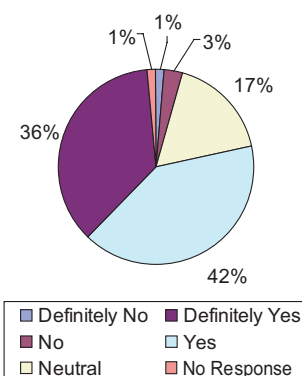
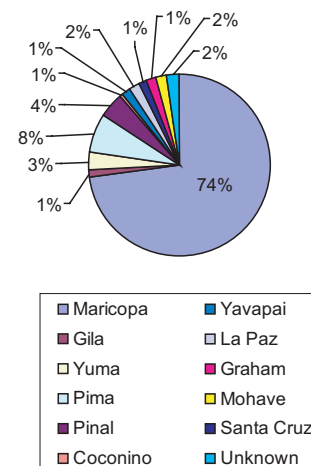
1. Was the purpose of the meeting presented in a clear, understandable manner?

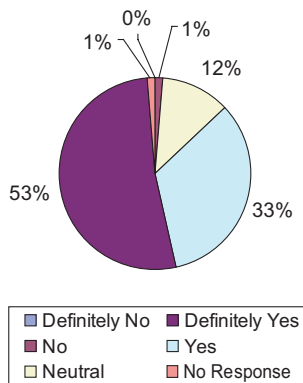
Graph Summary:

- 78% of survey respondents stated that the purpose of the meeting was presented in a clear, understandable manner
- 17% of respondents expressed a neutral opinion as to whether the purpose of the meeting was presented in a clear, understandable manner
- 4% of respondents stated that the meeting was not presented in a clear, understandable manner
- 1% of respondents did not respond to this item

Qualitative Feedback:

- ♦ The meeting facilitator did a wonderful job organizing and rephrasing ideas
- ♦ Great meeting format . . . should also be conducted on other issues (2)
- ♦ It would have been helpful to create a panel of representatives from relevant agencies to provide and receive feedback from the audience
- ♦ Meeting did not answer the questions that were originally sent out via e-mail





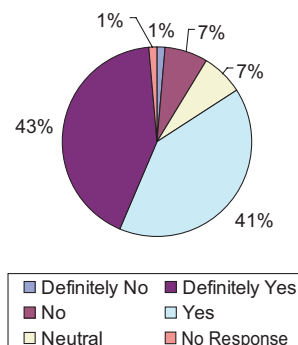
2. Was the location and accommodations for the meeting adequate?

Graph Summary:

- 86% of survey respondents stated that the location and accommodations for the meeting were adequate
- 12% of respondents expressed a neutral opinion as to whether the location and accommodations for the meeting were adequate
- 1% of respondents stated that location and accommodations for the meeting were not adequate.
- 1% of respondents did not respond to this item

Qualitative Feedback:

- ♦ The room was too cold (6)
- ♦ Audience should have been notified of parking accommodations



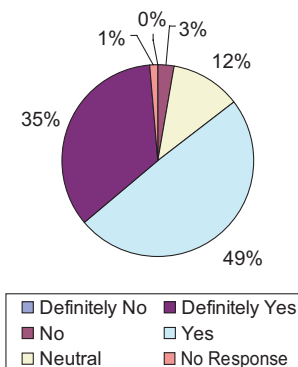
3. Was adequate time devoted to this process?

Graph Summary:

- 84% of survey respondents stated that adequate time was devoted to the meeting process
- 7% of respondents expressed a neutral opinion as to whether adequate time was devoted to the meeting process
- 8% of respondents stated that adequate time was not devoted to the meeting process
- 1% of respondents did not respond to this item

Qualitative Feedback:

- ♦ The break was too soon and too long



4. Did you find the information provided by AzCADV useful?

Graph Summary:

- 84% of survey respondents stated that the information provided by AzCADV was useful
- 12% of respondents expressed a neutral opinion as to whether the information provided by AzCADV was useful
- 4% of respondents stated that the information provided by AzCADV was not useful

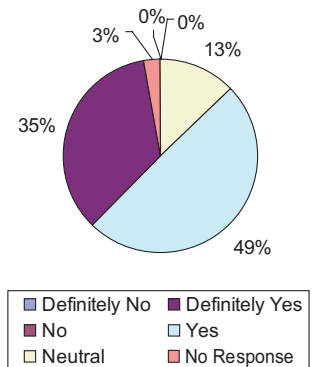
Qualitative feedback:

- ♦ Include breakdown of data by individual counties or regions instead of "Maricopa & non-Maricopa."
- ♦ Provide PowerPoint slides to audience
- ♦ Discuss AzCADV survey methods
- ♦ Very useful information (2)
- ♦ Provide information in writing, not read via PowerPoint
- ♦ The AzCADV presenters did not seem very informed about the information that they were presenting, as they seemed unable to respond to audience questions

5. Did you find the information provided by DES useful?

Graph Summary:

- 84% of survey respondents stated that the information provided by DES was useful
- 13% of respondents expressed a neutral opinion as to whether the information provided by DES was useful
- 3% of respondents did not respond to this item
- Qualitative Feedback:
- ♦ Very useful information (2)



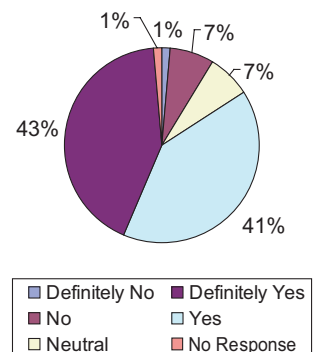
6. Was there adequate time for audience participation?

Graph Summary:

- 84% of survey respondents stated that there was adequate time for audience participation
- 7% of respondents expressed a neutral opinion as to whether there was adequate time devoted to audience participation
- 8% of respondents stated that there was not adequate time for audience participation
- 1% of respondents did not respond to this item

Qualitative Feedback:

- ♦ Stop audience members when they get off the subject/Keep audience members on task (2)



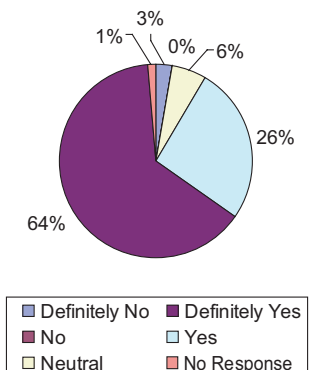
7. Were adequate methods for audience participation provided?

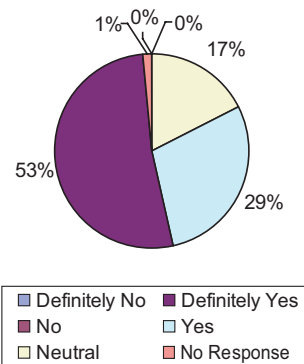
Graph Summary:

- 90% of survey respondents stated that there were adequate methods for audience participation provided
- 6% of respondents expressed a neutral opinion as to whether there were adequate methods for audience participation provided
- 3% of respondents stated that there were not adequate methods for audience participation provided
- 1% of respondents did not respond to this item

Qualitative Feedback:

- ♦ Include smaller, round table/regional discussions to enhance feedback





8. Did you find value in attending this meeting?

Graph Summary:

- 82% of survey respondents stated that they found value in attending this meeting
- 17% of respondents expressed a neutral opinion as to whether they found value in this meeting
- 1% of survey respondents did not respond to this item

Qualitative Feedback:

- ♦ Valuable opportunity to network and promote collaboration across agencies
- ♦ Subject matter of meeting was not directly related to my job function
- ♦ Continue to have “Community Conversation” collaborative meetings
- ♦ Great opportunity to share ideas and express opinions
- ♦ Very important meeting
- ♦ This type of forum is critical to supporting the cause against domestic violence and continuing to grow as a state
- ♦ Meeting was tailored more toward emergency shelter providers than to the greater DV victim/support services community

Miscellaneous Feedback:

- Inclusion of discussion about different topics and not just about emergency shelter
- Consideration of Prevention as a future forum topic (2)
- Address resources for child victims with more detail
- Address topic of Prevention (resources, services, transitional beds), which was a recurring theme among audience discussion
- Focus on mental health issues – education and counseling to victims
- Include conversation on support services (legal/judicial arenas)
- Include discussion of batterer intervention programs, healthy relationships programs, etc.
- What are next steps for information shared? – Report, action items, follow-up activities, another forum? (2)
- More dialogue on additional DV issues



Arizona Department of Economic Security

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